

What is claimed is:

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1. A control interface for linking a computer supported telephony application with a PBX switch utilizing CSTA protocols, said control interface comprising:

5 (a) a computing platform coupled to the PBX switch;

(b) a computer supported telephony application running on said computing platform; and

10 (c) component based interface objects running on said computing platform, said component based interface objects defining properties, methods, and events, said properties, methods and events being mapped to control substantially every event and service of said PBX switch, wherein said computer supported telephony application controls substantially every event and service of said PBX switch via
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20 said component based interface objects.

2. A control interface according to claim 1, wherein said component based interface objects is ActiveX.

25 3. A control interface according to claim 2, wherein ActiveX properties are mapped to session configuration.

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4. A control interface according to claim 2, wherein ActiveX includes property pages and said property pages are mapped to session configuration.

5. A control interface according to claim 2, wherein ActiveX methods and events are mapped to startup and teardown a connection between said computer supported telephony application and the PBX switch.

6. A control interface according to claim 2, wherein substantially all CSTA and private data fields are supported.

7. A control interface according to claim 2, wherein invoke ID generation is automatic and configurable.

8. A control interface according to claim 2, wherein invoke ID timing is automatic and configurable.

9. A control interface according to claim 2, wherein heartbeat messages and replies are automatically generated.

10. A control interface according to claim 9, wherein said heartbeat messages and replies are configurable.

11. A control interface according to claim 2, wherein statuses and errors are automatically logged.

12. A control interface according to claim 11, wherein said statuses and errors are viewable via ActiveX property pages.

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A/ 13. A method for linking a computer supported telephony application with a PBX switch utilizing CSTA protocols, said method comprising the steps of:

10 (a) coupling a computing platform to the PBX switch;

(b) running a computer supported telephony application on said computing platform; and

15 (c) running component based interface objects on said computing platform, said component based interface objects defining properties, methods, and events, said properties, methods and events being mapped to control
20 substantially every event and service of said PBX switch, wherein said computer supported telephony application controls substantially every event and service of said PBX switch via
25 said component based interface objects.

14. A method according to claim 13, wherein said component based interface objects is ActiveX.

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15. A method according to claim 14, wherein ActiveX properties are mapped to session configuration.

16. A method according to claim 14, wherein ActiveX includes property pages and said property pages are mapped to session configuration.

17. A method according to claim 14, wherein ActiveX methods and events are mapped to startup and teardown a connection between said computer supported telephony application and the PBX switch.

18. A method according to claim 14, wherein substantially all CSTA and private data fields are supported.

19. A method according to claim 14, wherein invoke ID generation is automatic and configurable.

20. A method according to claim 14, wherein invoke ID timing is automatic and configurable.

21. A method according to claim 14, wherein heartbeat messages and replies are automatically generated.

22. A method according to claim 21, wherein said heartbeat messages and replies are configurable.

A/ 23. A method according to claim 14, wherein statuses and errors are automatically logged.

5 24. A method according to claim 23, wherein said statuses and errors are viewable via ActiveX property pages.

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